

Job Description

Position	Administration & Membership Officer
Contract	Fixed-term (12 months)
Location	Nuffield Trust offices, central London. It is expected the post holder will usually work from home, but working from the London office will be possible, within any government restrictions. Occasional travel to meetings and events in other parts of the UK may also be required.
Accountable to	Executive Officer
Salary	c £27,000 pa, pro rata
Hours	Part-time (28 hours pw); flexible working considered
Terms and conditions	The Administration & Membership Officer is employed by HSR UK, on terms and conditions consistent with those of the Nuffield Trust where the role is based.

Summary

HSR UK is a self-supporting membership organisation dedicated to the promotion of health services research in policy and practice. The collective voice of UK health services research, we connect researchers with health service leaders, managers and clinicians to drive improvement and innovation in the NHS and social care. We are a registered charity, with our administrative base at the offices of the Nuffield Trust in central London.

Our main aims are to:

- Convene and connect producers and users of health services research in the UK, and build links internationally, across Europe and globally
- Support evidence-based policy and practice in the NHS and social care, helping to mobilise health services research, build capacity and make an impact
- Influence policy leaders and funders to improve the profile and landscape of health services research, enabling it to thrive and develop

This is an exciting time for HSR UK, which registered as an independent charity in 2019 and found a new home at the Nuffield Trust in January 2020. Guided by our 2021- 2023 business plan we have recently improved our member offer, and aim to increase membership among charities and NHS and social care organisations. We are also growing an exciting programme of on- and off-line events, as well as one-off projects such as a consultation on research governance and ethics.

The HSR UK team is made up of an Executive Officer, who will line manage this post, and a Project Officer. The charity is governed by an active Board of Trustees who meet regularly.

Our office is based in Marylebone but we currently work remotely the majority of the time.

The role is offered at 80% of full time on a fixed-term basis with an anticipated start date of November 2021.

Working in our small but busy team, the Administration & Membership Officer will support the smooth running of the organisation, including a range of communications activities.

Main responsibilities

- Monitor our general mailbox, responding to enquiries from members and the public.
- Schedule meetings such as Board and Conference Committee meetings.
- Take minutes of formal meetings.
- Maintain up to date stakeholder databases.
- Send invoices to members and keep member records up to date.
- Work with colleagues and our events partners to support our programme of events, and in particular our annual conference, which will be held in Sheffield in 2022
- Support our members' mentoring programme (promoting the scheme, organising mentee events)
- Write, schedule and coordinate social media posts (primarily Twitter).
- Keep our website up to date with blog, events, publications and job vacancies from around our network.

Person Specification

Essential skills and experience (these may not necessarily have been acquired through paid positions)

- Experience of administrative or co-ordination tasks within a small team
- Highly organised, able to work remotely from colleagues for periods of time, and able to work on own initiative
- Excellent writing skills, able to write succinct meeting notes, polite and friendly responses to enquiries, and attention-grabbing social media posts
- Accuracy and attention to detail, for example in preparing an invoice or scheduling meetings
- Experience developing engaging communications (eg flyers, bulletins, social media posts) for relevant audiences, such as researchers, health and care policymakers and practitioners
- Experience in event organisation (ideally both online and offline events) such as briefing speakers, preparing slides, managing registrations
- Demonstrable interest in health services research and policy

Desirable skills and experience

- Experience working in the health services research sector and/or for a non-profit organisation
- Experience working in a membership organisation or similar
- Experience of coordinating a social media account on behalf of an organisation (i.e. writing Tweets, producing or commissioning graphics, scheduling content etc)
- Developing and analysing stakeholder databases
- Website editing and / or working with a web development partner
- Evaluating the success and impact of communications activities